

DRAFT



# [DRAFT] Complaint Filing Experience

Police Conduct Oversight Commission

[PENDING] 2016

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## Introduction

The Police Conduct Oversight Commission assures that police services are delivered in a lawful and nondiscriminatory manner and provides the public with meaningful participatory oversight of police policy and procedure. Commission members have a variety of responsibilities including shaping police policy, auditing cases, and engaging the community in discussions of police procedure. The Commission strives to be the citizen advisory group the community relies upon to openly discuss policy and procedures of the Minneapolis Police Department, to voice concerns regarding law enforcement/civilian interactions, and the organization that advances credible and meaningful feedback, without obligation to political influences, for the betterment of the City of Minneapolis. [For more information about the work of the Commission, meeting times and locations, and meeting minutes, please visit the Commission website.](#)

Additionally, in the Police Conduct Oversight Ordinance, the Commission has direction to conduct programs of research and study, "review police department policies and training procedures and make recommendations for change." To identify topics for review, a random sample of case synopses are selected for presentation to the PCOC in summary form. The PCOC looks for trends and ongoing problems to address. Additionally, commissioners, through outreach, receive feedback from the public on current problems they may be experiencing with MPD or OPCR. In 2016, community partners reported to PCOC commissioners that they experienced difficulties in filing complaints. OPCR analysts reviewed 2016 PCOC case synopses and located multiple instances where complainants alleged that they experienced roadblocks to filing complaints. (see April 2016 case 1, February 2016 Case 4)

As the complaint filing process is essential to the system of civilian oversight, Commissioner Singleton met with OPCR analysts to discuss a method of studying the issue. This initial methodology resulted from that meeting and will be presented to the PCOC Audit Committee in July of 2016. If passed, the full Commission will determine whether it should move forth at the July 2016 monthly Commission meeting.

## Background

[PENDING FULL STUDY, SEE STUDY GOAL 1]

## Methodology

### Study Goals:

The study has three goals:

1. To catalog the various sources by which complaints may be filed;
2. To review each source and assess whether they ensure complaints reach the OPCR;
3. To recommend improvements to ensure all complainants have access to the process.

To achieve these goals, the study will answer the following research questions:

1. What are the mechanisms currently in place for complainants to access the OPCR process?
2. Are complainants able to file complaints using each mechanism that reach the OPCR?
3. What improvements can be made to simplify the complaint filing experience?